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# State of Arizona Public Opinion Survey

**Arizona Supreme Court Task Force  
on the Delivery of Legal Services**

**January 20-24, 2020  
(N=400)**

*Confidential Trade Secret; Do not disseminate without written approval from  
HighGround, Inc*

*\* Percentages may not total 100 due to rounding*

# Statewide survey balanced for population

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## **Age Group:**

19.0%	18 to 29
19.0%	30 to 39
22.0%	40 to 49
22.0%	50 to 64
18.0%	65 Plus

## **Registration:**

26.0%	Republican
25.0%	Democrat
24.0%	Independent/Other
25.0%	Not Registered

## **Gender:**

49.0%	Male
51.0%	Female

## **Region:**

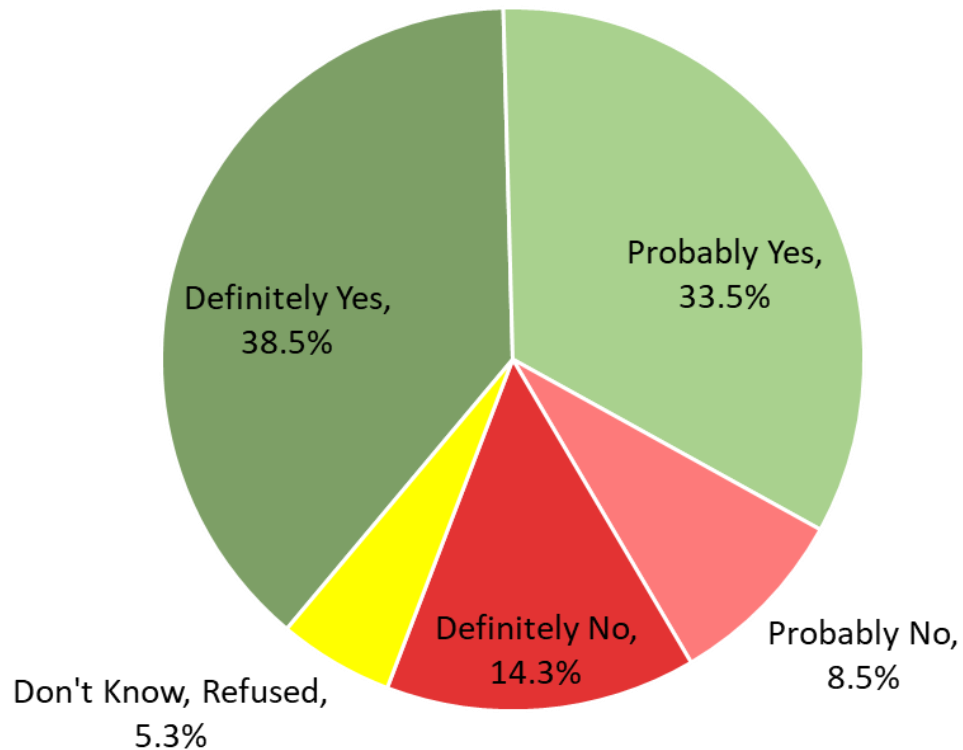
61.0%	Maricopa
15.0%	Pima
24.0%	Rural

## PART 1 – Limited Services

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The Arizona Supreme Court is considering a proposal to license non-lawyers who have been trained, tested, and certified to be able to provide limited legal services at a lower cost to the consumer. Knowing just what you know right now, would you support or oppose this proposal?

# Limited Services Pre-Test



**Total: 72.0% Yes**  
**22.8% No**

GOP:	76.9% Yes
Dem:	62.0% Yes
IND:	70.8% Yes
None:	78.0% Yes

Maricopa:	68.0% Yes
Pima:	78.3% Yes
Rural:	78.1% Yes

Lawyer:	78.4% Yes
Non:	72.7% Yes

## Statements

(Scale 1 to 5)

	<u>Mean</u>	<u>Strongly Agree</u>
Q12. Costs are too high <input type="checkbox"/> <i>Maricopa 4.3, Pima, 4.2, Rural 4.4</i> The costs of hiring a lawyer in Arizona are too high. We need to find ways to make legal assistance more affordable.	4.34	62.3%
Q13. Poverty and low income <input type="checkbox"/> <i>Maricopa 4.3, Pima, 4.4, Rural 4.3</i> Most people living in poverty and the majority of moderate-income individuals do not receive the legal help they need. This proposal would be a way to get more people legal services.	4.31	57.8%

## Statements

(Scale 1 to 5)

	<u>Mean</u>	<u>Strongly Agree</u>
Q14. Certain legal issues ▣ <i>Maricopa 3.9, Pima, 4.1, Rural 4.0</i> There are certain legal issues such as divorce, eviction, and unemployment that could be handled with someone with some legal experience, but do not need necessarily need to be handled by a lawyer.	3.96	46.0%
Q15. Like nurse practitioner ▣ <i>Maricopa 4.2, Pima, 4.1, Rural 4.2</i> In the past, only doctors could perform most, if not all, medical procedures – even on smaller issues like drawing blood or treatment for the flu. The creation of nurse practitioners helped improve health care and treat more people. This proposal would create a similar legal role, sort of like a nurse practitioner for limited legal services.	4.18	52.8%

## Statements

(Scale 1 to 5)

	<u>Mean</u>	<u>Strongly Agree</u>
Q16. Other states have programs <input type="checkbox"/> <i>Maricopa 3.9, Pima, 4.1, Rural 4.0</i> Washington and Utah have established programs to license nonlawyers to provide limited legal services, as has Ontario, Canada. Neighboring states including California, Colorado, Nevada, and New Mexico are also examining similar programs. It's time for Arizona to follow suit.	3.94	44.0%
Q17. Extensive training & testing needed <input type="checkbox"/> <i>Maricopa 4.5, Pima, 4.5, Rural 4.5</i> We would need extensive training, testing, and certification processes to ensure that those who provide legal services – even in a limited role – are held to a high standard. This would also include significant academic credits on legal ethics.	4.53	67.5%

## Statements

(Scale 1 to 5)

	<u>Mean</u>	<u>Strongly Agree</u>
Q18. Very few simple legal issues	3.49	30.8%
▣ <i>Maricopa 3.5, Pima, 3.7, Rural 3.4</i>		
Our legal system is complex and there are very few issues that should be considered simple enough to be handled without supervision from a lawyer.		

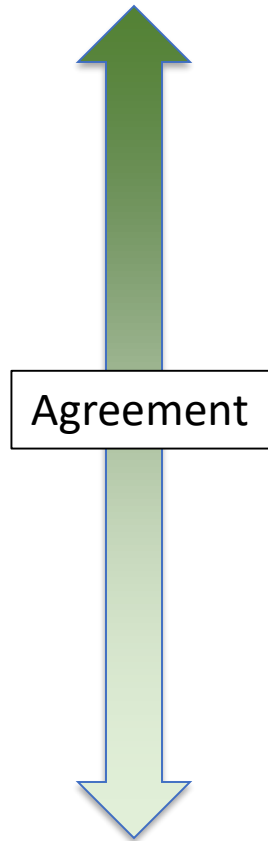


## Ranking Statements

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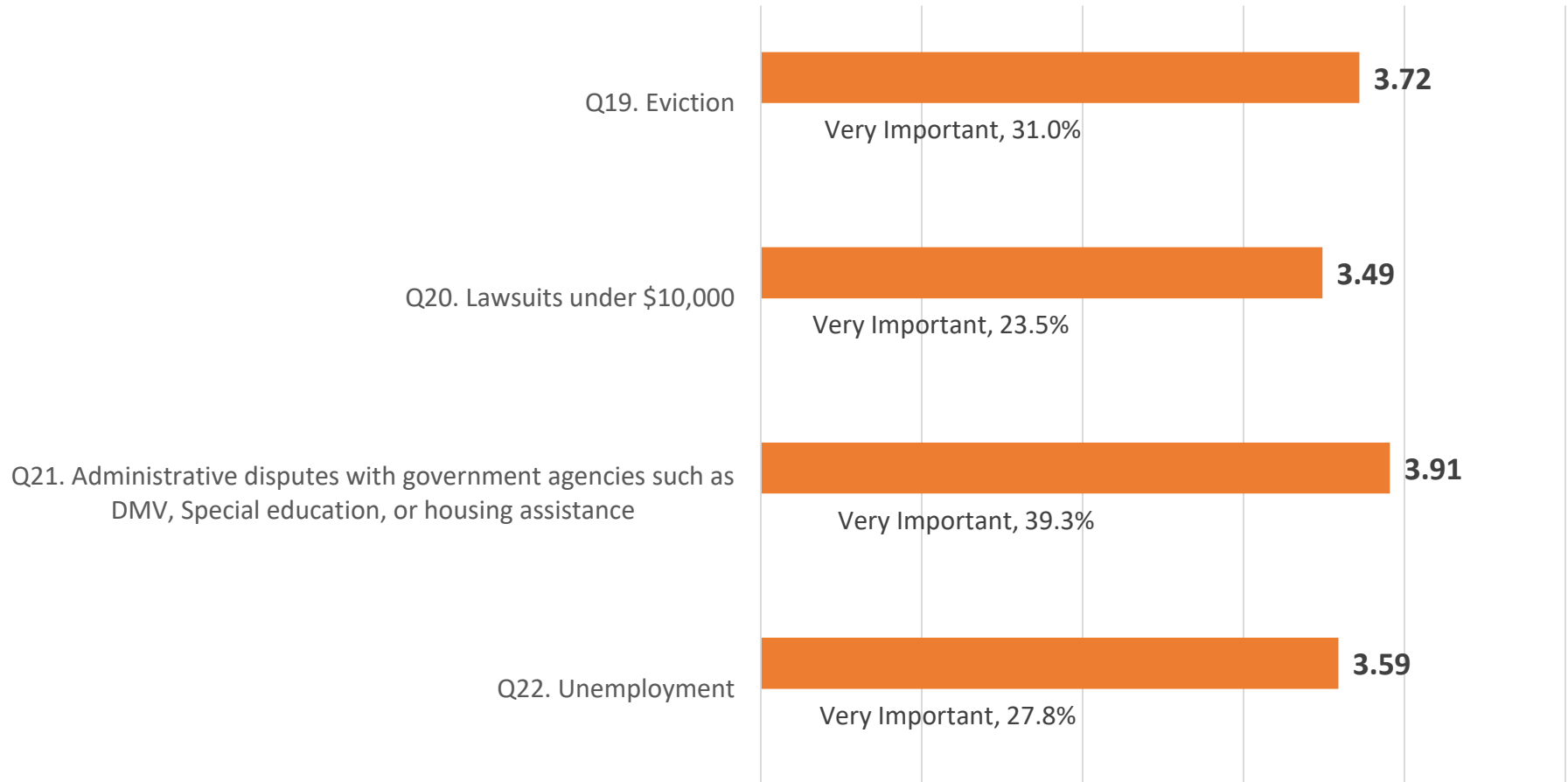
	<u>Mean</u>
Q17. Extensive training & testing needed	4.53
Q12. Costs are too high	4.34
Q13. Poverty and low income	4.31
Q15. Like nurse practitioner	4.18

Q14. Certain legal issues	3.96
Q16. Other states have programs	3.94
Q18. Very few simple legal issues	3.49



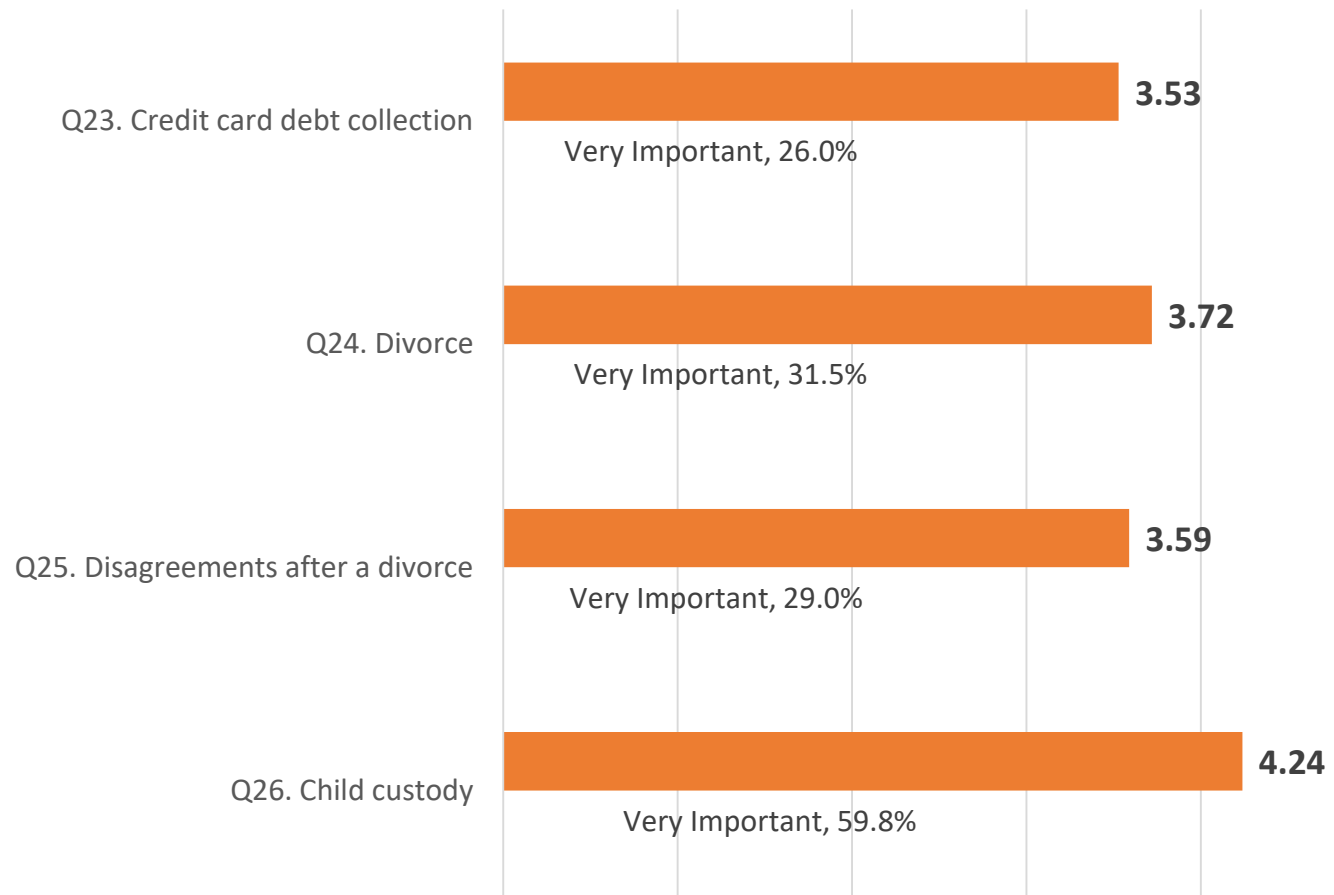
# Potential areas for certification

(Scale 1-5)



## Potential areas for certification

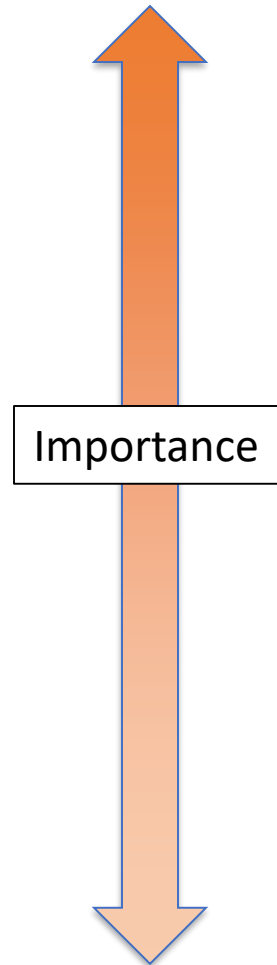
(Scale 1-5)



## Potential areas for certification

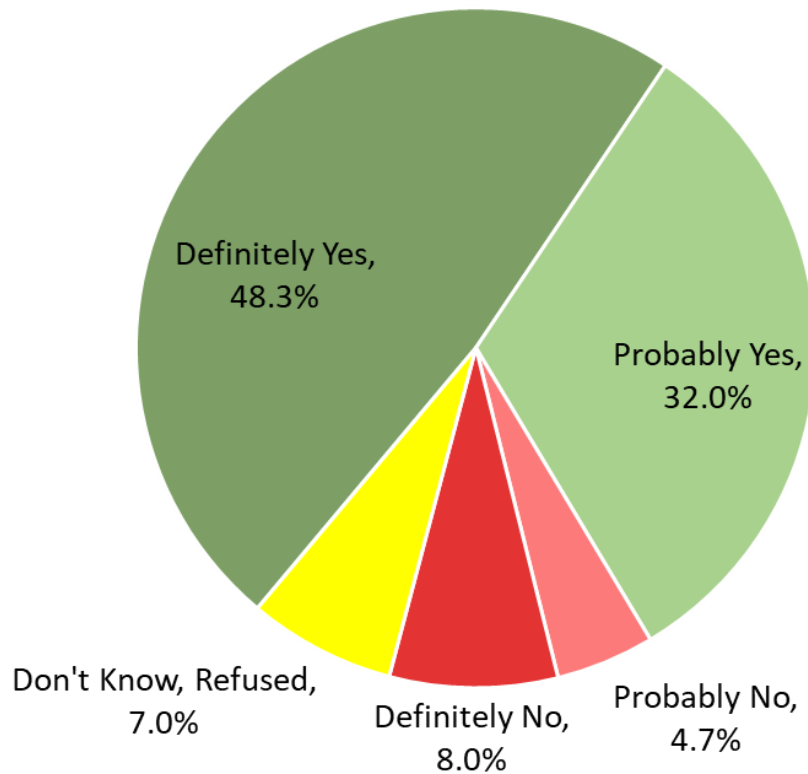
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	<u>Mean</u>
Child custody	4.24
Administrative disputes	3.91
Eviction	3.72
Divorce	3.72
Unemployment	3.59
Disagreements after a divorce	3.59
Credit card debt collection	3.53
Lawsuits under \$10,000	3.49



# Limited Services Post-Test

**Total: 80.3% Yes**  
**12.7% No**



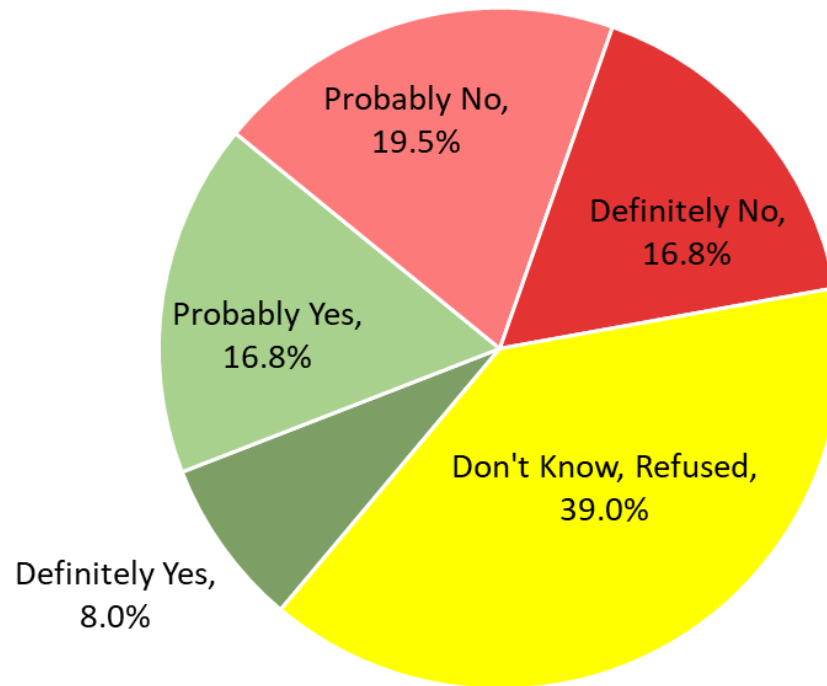
GOP:	77.9% Yes
Dem:	79.0% Yes
IND:	83.3% Yes
None:	81.0% Yes

Maricopa:	80.7% Yes
Pima:	78.3% Yes
Rural:	80.2% Yes

Lawyer:	83.8% Yes
Non:	81.3% Yes

## PART 2 – Non-Lawyer Ownership

To the best of your knowledge, are individuals who are not lawyers allowed to own or be a partner in a law firm in the State of Arizona?



**Total: 24.8% Yes**  
**36.3% No**

GOP:	40.4% Don't know
Dem:	40.0% Don't know
IND:	41.7% Don't know
None:	34.0% Don't know

Maricopa:	37.7% Don't know
Pima:	48.3% Don't know
Rural:	36.5% Don't know

Lawyer:	32.4% Don't know
Non:	39.7% Don't know

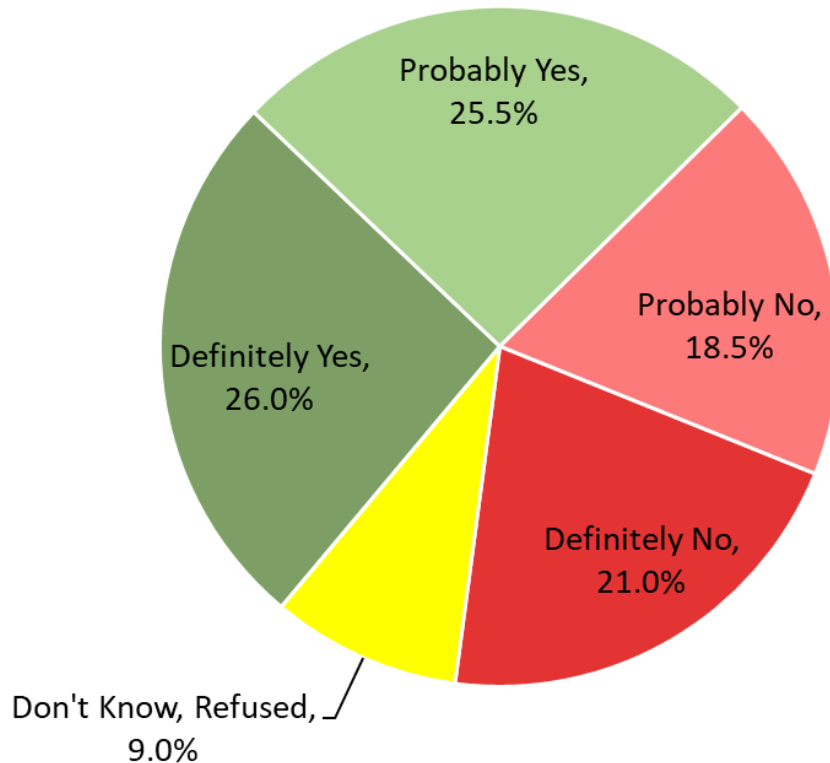
## PART 2 – Non-Lawyer Ownership

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A little bit of background: Currently in the State of Arizona, only lawyers can own or serve as partners in a law firm. The Arizona Supreme Court is considering a proposal to remove the current requirement that restricts the ownership of any business that engages in the practice of law exclusively to lawyers. Knowing just what you know right now, would you support or oppose this proposal?

# Non-Lawyer Ownership Pre-Test

**Total: 51.5% Yes**  
**39.5% No**



GOP:	56.7% Yes
Dem:	51.0% Yes
IND:	43.8% Yes
None:	54.0% Yes

Maricopa:	55.3% Yes
Pima:	43.3% Yes
Rural:	46.9% Yes

Lawyer:	43.2% Yes
Non:	52.6% Yes



## Statements

(Scale 1 to 5)

	<u>Mean</u>	<u>Strongly Agree</u>
Q30. England, Australia, Washington DC ▣ <i>Maricopa 3.6, Pima 3.6, Rural 3.5</i> For nearly a decade in England and two decades in Australia, non-lawyers have successfully partnered in and even owned law firms. This practice has also been used on a limited basis in Washington DC for many years. It can help innovation and we should consider it in Arizona.	3.58	33.8%
Q31. Technology innovation ▣ <i>Maricopa 4.0, Pima 4.2, Rural 3.9</i> The proposal would allow individuals such as technology specialists to partner in a law firm. They allow the lawyers to practice law independently but bring their technology skills to streamline the process, bring innovation, and lower costs.	3.98	42.5%

## Statements

(Scale 1 to 5)

	<u>Mean</u>	<u>Strongly Agree</u>
Q32. One stop shop ▣ <i>Maricopa 3.6, Pima 3.6, Rural 3.4</i> This proposal would allow lawyers to team up with other professionals such as mortgage and real estate specialists to offer a “one stop shop” to do things like refinance home loans, stop foreclosures, or participate in short sales.	3.55	32.0%
Q33. Attract qualified executives ▣ <i>Maricopa 3.8, Pima 4.0, Rural 3.8</i> Under the current law, executives such as the firm’s chief financial officer or chief technology officer could not be partners unless they are lawyers. This proposal would allow firms to bring in qualified professionals to serve in critical non-legal roles.	3.85	40.3%

## Statements

(Scale 1 to 5)

	<u>Mean</u>	<u>Strongly Agree</u>
Q34. Strict rules and regulations ▣ <i>Maricopa 4.5, Pima 4.5, Rural 4.3</i> This proposal must maintain strict rules and regulations to ensure a nonlawyer partner in a firm is limited to providing nonlegal services to clients and the entity is regulated in a way to ensure there are consequences if the rules are not followed.	4.43	64.5%
Q35. Protect independence of lawyers ▣ <i>Maricopa 4.4, Pima 4.3, Rural 4.3</i> Precautions must be taken to ensure that large corporations, venture capitalists, and hedge funds do not effect the independence of the lawyers in a firm they might invest in.	4.34	60.3%

## Statements

(Scale 1 to 5)

	<u>Mean</u>	<u>Strongly Agree</u>
Q36. Protect against bad actors	4.43	71.3%

▣ *Maricopa 4.4, Pima 4.6, Rural 4.5*

Allowing certain individuals to have an ownership stake or partnership in a law firm makes sense, but there must be strict rules to must ensure that disbarred lawyers, individuals convicted of fraud, and other bad actors cannot participate.

## Ranking Statements

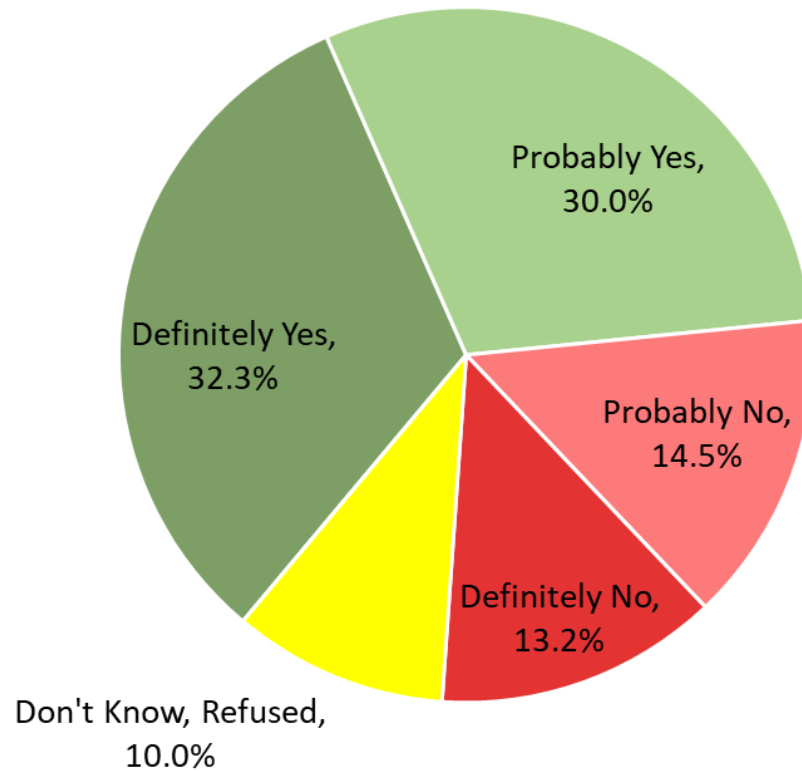
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	<u>Mean</u>
Q34. Strict rules and regulations	4.43
Q36. Protect against bad actors	4.43
Q35. Protect independence of lawyers	4.34
Q31. Technology innovation	3.98
Q33. Attract qualified executives	3.85
Q30. England, Australia, Washington DC	3.58
Q32. One stop shop	3.55



Agreement

# Non-Lawyer Ownership Post-Test



**Total: 62.3% Yes**  
**27.7% No**

GOP:	72.1% Yes
Dem:	62.0% Yes
IND:	55.2% Yes
None:	59.0% Yes
Maricopa:	63.5% Yes
Pima:	65.0% Yes
Rural:	57.3% Yes
Lawyer:	54.1% Yes
Non:	65.8% Yes

## Issues Combined

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	Non-Lawyer - Yes	Non-Lawyer - No	Don't know
Limited Services - Yes	57.5%	17.5%	5.3%
Limited Services - No	3.3%	8.8%	0.8%
Don't Know	1.5%	1.5%	4.0%

## Demographics

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Are you or someone in your immediate family a lawyer?

9.3%	Yes
87.0%	No
1.5%	Don't Know
2.2%	Refused

Have you or someone in your immediate family hired a lawyer in the past five years?

44.0%	Yes
50.5%	No
3.0%	Don't Know
2.5%	Refused



# Demographics

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## Ideology:

15.3%	Very Conservative
17.3%	Somewhat Conservative
30.8%	Moderate
11.5%	Somewhat Liberal
12.5%	Very Liberal
12.8%	Don't Know, Refused

## Other than being an American, what is your main ethnic or racial heritage?

53.5%	Anglo/White
18.0%	Hispanic/Latino
6.0%	Black/African American
4.3%	Native American/American Indian
1.5%	Asian/Pacific Islander
8.5%	Other
8.3%	Refused